

CAT COMMUNICATIONS INTERNATIONAL, INC.

d/b/a CCI

Corporate Profiles

Corporate History

CAT Communications International, Inc. (CCI) has been providing resold basic local residential telecommunications service since the fall of 1997 to a client base consisting of predominately credit challenged individuals. Realizing the need for this type of telecommunications service was a natural outgrowth of the eighteen years of experience management had in the lease-to-own industry. The experience in this type of market provided the necessary skills to effectively and efficiently market, provision and maintain service meeting the special needs of the credit challenged customer.

Management

President and CEO

Norman D. Mason is the President and CEO of CCI. Mr. Mason has eighteen years of experience in the lease-to-own business, maintaining thirty-two such stores in six states. This experience prepared him for the complex challenges of running a customer service driven resale telecommunications business. While the business remains headquartered in Virginia service is provided in numerous states. Mr. Mason's dedication to quality customer service has resulted in a well-trained staff using high quality technology to interface between CCI's customer base and the various companies whose services are resold.

Vice-President, Marketing and Advertising

Barbara Mason heads CCI's in-house advertising and marketing agency. Her experience with the credit challenged has allowed her to target the demographic area that would most benefit from services provided by CCI. Her imaginative advertising style enables CCI to present visually interesting as well as informative materials regarding the products available.

Vice-President, Regulatory

Patricia <sup>Sheets</sup> ~~Spencer~~ oversees the regulatory operations at CCI. Ms. Spencer has an extensive customer service background enabling her to effectively deal with ILECS and commissions in resolving problems effectively. She is also the liaison between CCI and the ILECS OSS departments in reassuring that orders flow through all the different support systems efficiently.

Vice-President, Call Center Operations

Steve Fralin manages the daily operations of the call center and IT departments at CCI. Mr. Fralin has an extensive background in networking, telephony and customer service enabling him to create and maintain a very efficient call center by providing the customer service representatives with the most technologically advanced equipment and methodology available.

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I.C.C. DOCKET NO. 020573

Witness Patricia Sheets

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